	Case 2:12-cv-06033-JFW-OP Document 1 Filed 07/13/12 Page 1 0i 12 Page iD #:3								
	FILED								
1 2 3 4 5 6	Amir J. Goldstein, Esq. (CA Bar No. 255620) ajg@consumercounselgroup.com 5455 Wilshire Boulevard, Suite 1812 Los Angeles, CA 90036 Tel 323.937.0400 Fax 866.288.9194 Attorney for Plaintiffs 2012 JUL 13 AM 10: 22 CLERK U.S. DISTRICT COURT CENTRAL DIST. OF CALIF. LOS ANGELES BY								
7	UNITED STATES DISTRICT COURT								
8	CENTRAL DISTRICT OF CALIFORNIA								
9	ADRIAN UTTER-GRATREAKS and DAWN UTTER, CASE NO.: CV12-6033								
11	Plaintiffs,) (UK)								
12	v.) COMPLAINT FOR DAMAGES								
13	UNITED RECOVERY GROUP and)								
14	DOES 1 through 10 inclusive,								
15	Defendants.)								
17									
18	Plaintiffs, by and through their attorney, Amir J. Goldstein, Esq., as and for their								
19	complaint against the Defendant UNITED RECOVERY GROUP alleges as follows:								
20	ANTED OD LICTION								
21	INTRODUCTION								
22	1. This is an action for damages brought by individual consumers for the Defendant's violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA") and the Rosenthal Fair Debt Collection Practices Act,								
23									
24									
25	California Civil Code § 1788, et seq. ("Rosenthal Act") which prohibits debt								
26	collectors from engaging in abusive, deceptive and unfair practices.								
27									
28									
	1								

Complaint for Damages

PARTIES

- 2. Plaintiffs are natural persons residing in Hanford, California.
- 3. Upon information and belief, the Defendant is a debt collector as defined pursuant to 15 U.S.C. § 1692a(6) with its principal place of business in Ontario, CA.

JURISDICTION

4. This Court has jurisdiction pursuant to 15 U.S.C. § 1692k (FDCPA) and 28 U.S.C. § 1331 and venue is proper in this district pursuant to 28 U.S.C. § 1391(c), as the venue is appropriate where the Defendant corporation is subject to jurisdiction in this district as it resides and regularly conducts business in this district.

FIRST CAUSE OF ACTION

- 5. Plaintiffs reallege paragraphs 1 through 4 as if fully restated herein.
- 6. That a personal debt was allegedly incurred by Plaintiff Dawn Utter (hereinafter referred to as "Plaintiff Dawn") to one Clout Financial Services.
- That at a time unknown to Plaintiffs herein, the aforementioned debt was referred and/or assigned to Defendant for collection.

Count One

- 8. Plaintiffs reallege paragraphs 1 through 7 as if fully restated herein.
- 9. That on or about March 30, 2012, Defendant attempted to contact Plaintiff Dawn at her place of employment in an attempt to collect the aforementioned debt.
- 10. That Defendant's agent spoke to Plaintiff Dawn's coworkers and deceptively informed them that he was a process server and that Plaintiff Dawn would be sued and served at work.

11. That Defendant called from the following number, **866-385-3552**, a number which, upon information and belief, is a telephone number belonging to Defendant.

Count Two

- 12. Plaintiffs reallege paragraphs 1 through 11 as if fully restated herein.
- 13. That subsequent to Defendant's communications with Plaintiff Dawn's coworkers, Plaintiff Adrian Utter-Gratreaks (hereinafter referred to as "Plaintiff Adrian") spoke to Defendant regarding the alleged debt.
- 14. That on or about Saturday, March 31, 2012, Defendant, without requesting information to verify identity, proceeded to discuss the alleged debt with Plaintiff Adrian.
- 15. That during said communication, Defendant's agent informed Plaintiff Adrian that Plaintiff Dawn was being sued for a debt in the amount of approximately \$5,600.00 pursuant to a letter that Defendant mailed to Plaintiff Dawn six weeks prior.
- 16. That upon information and belief, Defendant did not provide Plaintiff Dawn with said letter, contrary to Defendant's representations.
- 17. That Defendant's agent warned Plaintiff Adrian that his company was willing to have a **judgment** rendered in order to obtain payment.
- 18. That Defendant's agent further threatened Plaintiff Adrian that Defendant would place a lien on Plaintiff Dawn's car, attach wages and obtain access to bank accounts.
- 19. That Defendant deceptively stated that anything in Plaintiff Dawn's name could be seized in an attempt to intimidate and coerce immediate payment.
- 20. That when Plaintiff Adrian asked about the car, Defendant's agent stated that not only would Defendant take the car, Defendant would "intercept" Plaintiffs' car payments.

- 21. That Defendant's agent demanded that payment <u>must</u> be immediately made by the end of <u>that</u> day.
- 22. That Defendant's agent warned Plaintiff that without payment, she would be served at home that following Monday morning (which would have been two days later) and that there would no way to settle the matter out of court.
- 23. That feeling intimidated and extremely pressured, Plaintiff Adrian began to suffer a great deal of anxiety as a result of Defendant's threatening statements.
- 24. That when Plaintiff informed Defendant's agent that she couldn't make a large payment at that moment and that she had other payments due, Defendant's agent said it didn't matter what was due.
- 25. That Defendant's agent deceptively informed Plaintiff Adrian that he knew what her income was and that the money appeared to be there.
- 26. That Plaintiff Adrian began to cry over the phone.
- 27. That Plaintiff Adrian felt that an immediate payment of the alleged debt was her only option and that failing to do so would put their whole life at risk.
- 28. That out of fear and desperation, Plaintiff Adrian offered to pay Defendant \$100 a month.
- 29. That in response, Defendant's agent scoffed at Plaintiff Adrian's offer and told her that her offer was an insult.
- 30. That Defendant further pressured Plaintiff Adrian and falsely told her that he couldn't prevent her from being served.
- 31. That in response, Plaintiff Adrian offered to make a \$100 payment that day, which Defendant's agent immediately accepted.
- 32. That Plaintiff Adrian gave Defendant's agent her credit card information to remit payment.
- 33. That shortly after their communication, Plaintiffs researched Defendant's company and discovered that there were several lawsuits pending against Defendant for its egregious and unlawful conduct.

- 34. That Plaintiff Adrian immediately contacted Defendant's agent to cancel payment to which Defendant's agent told her to "get a life" and abruptly ended the call.
- 35. That during said communications, Defendant's agent(s): 1) failed to identify themselves as a debt collector; 2) failed to indicate that the debt collector is attempting to collect a debt and that any information obtained will be used for that purpose; and 3) that Defendant used obscene and profane language in an attempt to collect a debt.
- 36. That the communications contain deceptive, misleading and confusing representations with regard to a consumer's right to dispute a debt as well as overshadowing and abusive language which contradicts the consumers' rights.
- 37. That said phone conversations contained language demonstrating false statements and threatening implications, including imminent threats to take actions that cannot or would be taken.
- 38. That the communications caused an unnecessary urgency in attempt to coerce the Plaintiffs to pay the alleged debt.
- 39. Defendant's conduct violates 15 U.S.C. 1692 et seq., including but not limited to subsections (b), (c), (d), (e), (f) and (g) in that the representations made by the Defendant are harassing, confusing, misleading, deceptive, threatening, unfair and fail to advise Plaintiffs of their legal rights as required by law.
 - That the Defendant's conduct violates 15 U.S.C. §1692b because: 1) the
 Defendant communicated with a third party for a purpose other than to
 acquire location information and 2) the Defendant did not state that he was
 confirming or correcting location information;
 - ii. The Defendant violated 15 U.S.C. § 1692c because the Defendant communicated with third parties, in an attempt to collect a debt;
 - iii. Defendant violated 15 U.S.C. §1692d by using obscene or profane language the natural consequence of which is to abuse and harass the Plaintiffs;

- iv. Defendant violated 15 U.S.C. §1692d by causing a telephone to ring or engaging any person in telephone conversation repeatedly or continuously with intent to annoy, abuse, or harass any person at the called number.
- v. Defendant violated 15 U.S.C. §1692e by using false representations and deceptive means to collect the alleged debt and obtain information concerning Plaintiffs;
- vi. Defendant violated 15 U.S.C. § 1692f by using unfair or unconscionable means to collect or attempt to collect any debt;
- vii. Defendant violated 15 U.S.C. § 1692g by failing to provide written notice as required by law.
- 40. That Defendant, in an attempt to collect a debt, engages in a pattern or practice of communicating with consumers where the representations made by the Defendant are harassing, confusing, misleading, deceptive and/or unfair.
- 41. That following Defendant's conduct, Plaintiffs suffered actual damages, including, but not limited to: stress, depression, anxiety, extreme humiliation and sleepless nights.
- 42. That as per 15 U.S.C. § 1692 et seq. and as a result of the above violations, the Defendant is liable to Plaintiffs for actual and statutory damages in an amount to be determined at the time of trial but not less that \$1,000.00 per violation, plus costs and attorney's fees.

AS AND FOR A SECOND CAUSE OF ACTION ON BEHALF OF PLAINTIFFS

- 43. Plaintiffs realleges paragraphs 1 through 42 as if fully restated herein.
- 44. The Rosenthal Fair Debt Collection Practices Act (Rosenthal Act), California Civil Code § 1788, et seq., prohibits unfair and deceptive acts and practices in the collection of consumer debts.

- 45. By its acts and practices as hereinabove described, the Defendant has violated the Rosenthal Act as follows, without limitation:
 - i. By causing a telephone to ring repeatedly or continuously to annoy the person called and by communicating, by telephone or in person, with the debtor with such frequency as to be unreasonable and to constitute an harassment to the debtor under the circumstances, Defendant has violated §§ 1788.11(d) & (e);
 - ii. By making the false representation that a legal proceeding has been, is about to be, or will be instituted unless payment of a consumer debt is made, Defendant has violated §1788.13(j);
 - iii. By failing to include certain debt collection notices and disclosures required by law.
- 46. Pursuant to § 1788.30 of the Rosenthal Act, Plaintiffs are entitled to recover their actual damages sustained as a result of Defendant's violations of the Rosenthal Act. Such damages include, without limitation, statutory damages, any actual damages sustained, other resulting monetary losses and damages, and emotional distress suffered by Plaintiffs, which damages are in an amount to be proven at trial.
- 47. In addition, because the Defendant's violations of the Rosenthal Act were committed willingly and knowingly, Plaintiffs are entitled to recover, in addition to their actual damages, penalties of at least \$1,000 per violation as provided for in the Act.
- 48. Pursuant to § 1788.30(c) Rosenthal Act, Plaintiffs are entitled to recover all attorneys' fees, costs and expenses incurred in the bringing of this action.

WHEREFORE, Plaintiffs respectfully pray that judgment be entered against Defendant in the amount of:

- (a) Statutory damages and actual damages pursuant to 15 U.S.C. § 1692k in an amount to be determined at the time of trial as to the first cause of action.
- (b) Statutory damages and actual damages pursuant to Civil Code §1788.30 *et seq.*, as to the second cause of action.
- (c) Costs and reasonable attorney's fees pursuant to 15 U.S.C. § 1692k and Civil Code §1788.30, et seq.
 - (d) For such other and further relief as may be just and proper.
 - (e) Plaintiffs request trial by jury on all issues so triable.

Dated: July 10, 2012

AMIR J. GOLDETEIN, ESQ.

Amir J. Goldstein Attorney for Plaintiffs

UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

NOTICE OF ASSIGNMENT TO UNITED STATES MAGISTRATE JUDGE FOR DISCOVERY

This case has been assigned to District Judge John F. Walter and the assigned discovery Magistrate Judge is Oswald Parada.

The case number on all documents filed with the Court should read as follows:

CV12- 6033 JFW (OPx)

Pursuant to General Order 05-07 of the United States District Court for the Central District of California, the Magistrate Judge has been designated to hear discovery related motions.

All	discovery	related	motions	should	be	noticed	on	the	calendar	of	the	Magistrate	Judge

NOTICE TO COUNSEL

A copy of this notice must be served with the summons and complaint on all defendants (if a removal action is filed, a copy of this notice must be served on all plaintiffs).

Subsequent documents must be filed at the following location:

[X] Western Division
312 N. Spring St., Rm. G-8
Los Angeles, CA 90012

Southern Division
411 West Fourth St., Rm. 1-053
Santa Ana, CA 92701-4516

Eastern Division
3470 Twelfth St., Rm. 134
Riverside, CA 92501

Failure to file at the proper location will result in your documents being returned to you.

Name & Address: Amir J. Goldstein, Esq. (CA Bar No. 255620) 5455 Wilshire Boulevard, Suite 1812 Los Angeles, CA 90036 Tel 323.937.0400 Fax 866.288.9194 UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA ADRIAN UTTER-GRATREAKS and DAWN CASE NUMBER UTTER, CV12-6033 PLAINTIFF(S) UNITED RECOVERY GROUP and DOES 1 through 10 inclusive, **SUMMONS** DEFENDANT(S). TO: **DEFENDANT(S):** A lawsuit has been filed against you. Within 21 days after service of this summons on you (not counting the day you received it), you must serve on the plaintiff an answer to the attached **▼** complaint □ amended complaint □ counterclaim □ cross-claim or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff's attorney, Amir J. Goldstein, Esq. , whose address is 5455 Wilshire Boulevard, Suite 1812 Los Angeles, CA 90036 . If you fail to do so, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court. Clerk, U.S. District Court Dated: ____JUL 13 2012 MARILYN DAVIS Deputy Clerk (Seal of the Court) [Use 60 days if the defendant is the United States or a United States agency, or is an officer or employee of the United States. Allowed

60 days by Rule 12(a)(3)].

SUMMONS CV-01A (10/11

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

		CIVILCO	ER OHEE!						
I (a) PLAINTIFFS (Check box ADRIAN UTTER-GRAT	if you are representing yourself □ REAKS and DAWN UTTER,)	DEFENDANTS UNITED RECOVERY GROUP and DOES 1 through 10 inclusive,						
	Talanhana Number If w	ou are representing	Attorneys (If Kr	nown)					
yourself, provide same.)	dress and Telephone Number. If yo	ou are representing	Attorneys (11 14	,					
Amir J. Goldstein, Esq. (C 5455 Wilshire Boulevard, Tel 323.937.0400	A Bar No. 255620) Suite 1812, Los Angeles, CA 9003								
II. BASIS OF JURISDICTION	N (Place an X in one box only.)	III. CITIZEI (Place an	NSHIP OF PRING	CIPAL PARTI plaintiff and on	ES - For Diversity Cases e for defendant.)	Only			
☐ 1 U.S. Government Plaintiff	✓ 3 Federal Question (U.S. Government Not a Party)	Citizen of Thi	PTF DEF Citizen of This State □ 1 □ 1 Incorporated or Principal Pl of Business in this State						
☐ 2 U.S. Government Defendan	t 4 Diversity (Indicate Citize	nship Citizen of An	other State	□ 2	☐ 2 Incorporated and Principal Place ☐ 5 ☐ 5 of Business in Another State				
		Citizen or Sub	oject of a Foreign	Country □ 3	□ 3 Foreign Nation	□6 □6			
IV. ORIGIN (Place an X in or									
Original Proceeding State Court Appellate Court Appellate Court State Court Appellate Court State Court State Court State Court Appellate Court State									
V. REQUESTED IN COMPL	AINT: JURY DEMAND: V	'es □ No (Check 'Y	es' only if demand	ded in complain	t.)				
CLASS ACTION under F.R.C	C.P. 23: □ Yes ☑ No		MONEY DEM						
VI. CAUSE OF ACTION (Cit	te the U.S. Civil Statute under which	ch you are filing and v	write a brief statem	nent of cause. D	o not cite jurisdictional sta	atutes unless diversity.)			
	tions of the Fair Debt Collection P	ractices Act ("FDCPA	A")						
VII. NATURE OF SUIT (Place	ce an X in one box only.)								
OTHER STATUTES	CONTRACT	TORTS		ORTS	PRISONER PETITIONS	LABOR ☐ 710 Fair Labor Standards			
☐ 400 State Reapportionment	☐ 110 Insurance ☐ 120 Marine	PERSONAL INJU 310 Airplane		RSONAL	□ 510 Motions to	Act			
☐ 410 Antitrust ☐ 430 Banks and Banking	□ 130 Miller Act	☐ 315 Airplane Pro	duct 370 Ot	ther Fraud	Vacate Sentence	□ 720 Labor/Mgmt.			
□ 450 Commerce/ICC	☐ 140 Negotiable Instrument	Liability ☐ 320 Assault, Libe		ruth in Lending	Habeas Corpus ☐ 530 General	Relations 730 Labor/Mgmt.			
Rates/etc.	□ 150 Recovery of	Slander		ther Personal	☐ 535 Death Penalty	Reporting &			
☐ 460 Deportation ☐ 470 Racketeer Influenced	Overpayment & Enforcement of	☐ 330 Fed. Employ	ers' 385 Pr	operty Damage	☐ 540 Mandamus/	Disclosure Act			
and Corrupt	Judgment	Liability ☐ 340 Marine	Pr	oduct Liability	Other	☐ 740 Railway Labor Act			
Organizations	☐ 151 Medicare Act	☐ 345 Marine Prod	tot	KRUPTCY	☐ 550 Civil Rights ☐ 555 Prison Condition	☐ 790 Other Labor Litigation			
▼ 480 Consumer Credit	☐ 152 Recovery of Defaulted	Liability	. 422 A	ppeal 28 USC	FORFEITURE /	☐ 791 Empl. Ret. Inc.			
☐ 490 Cable/Sat TV ☐ 810 Selective Service	Student Loan (Excl. Veterans)	☐ 350 Motor Vehic	le 122 W	ithdrawal 28	PENALTY	Security Act			
□ 850 Securities/Commodities		☐ 355 Motor Vehic Product Liab	sility 0	SC 157	☐ 610 Agriculture	PROPERTY RIGHTS			
Exchange	Overpayment of	☐ 360 Other Person		L RIGHTS	☐ 620 Other Food & Drug	☐ 820 Copyrights ☐ 830 Patent			
□ 875 Customer Challenge 12	Veteran's Benefits ☐ 160 Stockholders' Suits	Injury	E 442 E	mployment	☐ 625 Drug Related	☐ 840 Trademark			
USC 3410 ☐ 890 Other Statutory Actions		☐ 362 Personal Inju Med Malpra	my	ousing/Acco-	Seizure of	SOCIAL SECURITY			
□ 891 Agricultural Act	☐ 195 Contract Product	□ 365 Personal Inju	ury- m	modations	Property 21 USC 881	☐ 861 HIA (1395ff) ☐ 862 Black Lung (923)			
☐ 892 Economic Stabilization	Liability	Product Liab		merican with	☐ 630 Liquor Laws	□ 863 DIWC/DIWW			
Act ☐ 893 Environmental Matters	☐ 196 Franchise REAL PROPERTY	☐ 368 Asbestos Per Injury Produ		isabilities -	☐ 640 R.R. & Truck	(405(g))			
☐ 894 Energy Allocation Act	□ 210 Land Condemnation	Liability	Et	mployment	☐ 650 Airline Regs	□ 864 SSID Title XVI			
☐ 895 Freedom of Info. Act	□ 220 Foreclosure	IMMIGRATIO		merican with	Gafety /Health	□ 865 RSI (405(g)) FEDERAL TAX SUITS			
□ 900 Appeal of Fee Determi-	☐ 230 Rent Lease & Ejectment	☐ 462 Naturalization		isabilities - other	690 Other	☐ 870 Taxes (U.S. Plaintiff			
nation Under Equal Access to Justice	☐ 240 Torts to Land ☐ 245 Tort Product Liability	☐ 463 Habeas Corp	ous- 440 O	ther Civil		or Defendant)			
☐ 950 Constitutionality of State Statutes	□ 290 All Other Real Property	Alien Detair 465 Other Immig Actions		ights		USC 7609			
		Actions							
			A	7					
		V12-	6032						
		W ulbs forest							

FOR OFFICE USE ONLY: Case Number: ________AFTER COMPLETING THE FRONT SIDE OF FORM CV-71, COMPLETE THE INFORMATION REQUESTED BELOW.

CV-71 (05/08) CIVIL COVER SHEET Page 1 of 2

Case 2:12-cv-06033-JFW-OP Document 1 Filed 07/13/12 Page 12 of 12 Page ID #:14

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

VIII(a). IDENTICAL CASES If yes, list case number(s):	: Has this action been pre-	viously filed in this court an	d dismissed, remanded or closed? W No	o 🗆 Yes					
	Have any cases been prev		t are related to the present case? V No	□ Yes					
Civil cases are deemed related (Check all boxes that apply)	A. Arise from the same B. Call for determinatio C. For other reasons wo	or closely related transaction n of the same or substantiall ould entail substantial duplic	ns, happenings, or events; or y related or similar questions of law and ation of labor if heard by different judge and one of the factors identified above i	es; or	i.				
IX. VENUE: (When completing	g the following information	on, use an additional sheet if	necessary.)						
(a) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which EACH named plaintiff resides. Check here if the government, its agencies or employees is a named plaintiff. If this box is checked, go to item (b).									
County in this District:*			California County outside of this District	t, State, if other than Califo	ornia; or Foreign Country				
			Kings						
(b) List the County in this Dist ☐ Check here if the government	rict; California County ou	atside of this District; State i	f other than California; or Foreign Count f this box is checked, go to item (c).	try, in which EACH nam	ned defendant resides.				
County in this District:*	,		California County outside of this District	t; State, if other than Califo	ornia; or Foreign Country				
San Bernardino									
(c) List the County in this Dist	rict; California County ou	utside of this District; State in of the tract of land involved	f other than California; or Foreign Countrel.	try, in which EACH clair	m arose.				
County in this District:*		. (California County outside of this District	t; State, if other than Califo	ornia; or Foreign Country				
		$\langle \langle \rangle \rangle$	Kings						
* Los Angeles, Orange, San Bo Note: In land condemnation cas	ernardino, Riverside, Ve	ntura, Santa Barbara, or S	San Luis Obispo Counties	1 1					
X. SIGNATURE OF ATTORN			Date	7/10/12	/				
Notice to Counsel/Parties	: The CV-71 (JS-44) Cir	ed by the Judicial Conference	rmation contained herein neither replace to of the United States in September 1974 ting the civil docket sheet. (For more det	, is required pursuant to L	ocal Rule 3-1 is not filed				
Key to Statistical codes relating	to Social Security Cases:								
Nature of Suit C	ode Abbreviation	Substantive Statement o	f Cause of Action						
861	HIA	All claims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended. Also, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the program. (42 U.S.C. 1935FF(b))							
862	BL	All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923)							
863	DIWC	All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended; plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405(g))							
863	DIWW	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405(g))							
864	SSID All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Securi Act, as amended.								
865	RSI All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42 U.S.C. (g))								